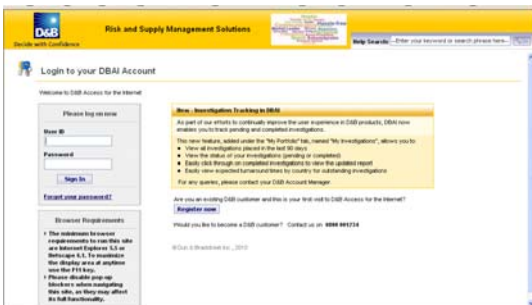# DBAi – Quick User Guide

DBAi Log on Screen – (Customer Information)

The internet address for DBAi is www.dbai.dnb.com this will take you through to the DBAi homepage. Select **United Kingdom** (from the drop down box on the right of the screen) and you will be linked through to the UK DBAI log-in page. If you have not received login details, please contact customer services on **0870-2432344** or **customerhelp@dnb.com** or alternatively, you can manually register by clicking the "Register" button.

This may be a page you would like to save to your favourites.

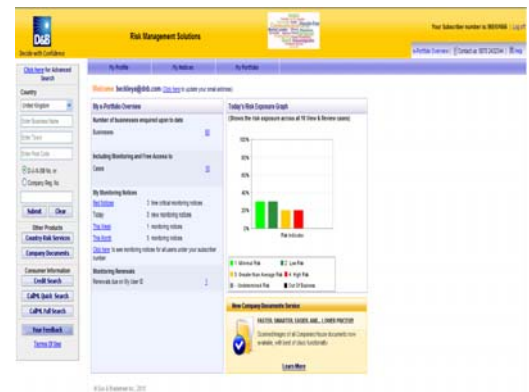From this page, you are able to log into the system.

The "log-in" page is one route through which D&B communicates with its clients. Important system information or changes within the DBAI environment are displayed on this page; therefore before logging into the system we would recommend briefly reviewing this information.

Once you have logged into the system, the dashboard will be presented.

Searching for a Business Information Report

Once you have logged into DBAi, the search engine is situated on the left of the screen.

As a UK customer the default country is set to UK however this can be changed for you to select one of the other 200 countries on which D&B can provide business information.

After you have selected the country you can then search by the following criteria, within the UK:

Business Name; Town; Post Code; D-U-N-S® Number; Company Registration Number

Tip: If you select the country Germany, a pop up box will appear asking you for the reason for the search before you can proceed (this is in line with German data protection legislation).

Likewise, if you choose America or Canada a pop up box will appear asking you for the State the business is located in before you can proceed.

Advanced Search

To extend the search criteria, click above the "***Country***" drop down box on "***Advanced***" search, this will extend the search criteria to include:
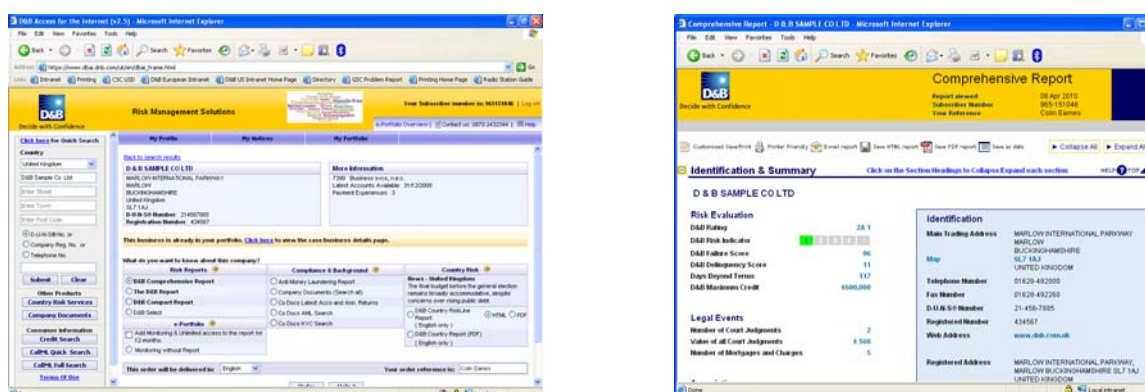
Street Name; Telephone Number

Ordering Screen

When you have entered the required case in the search bar, it will normally return up to 25 close matches based on the criteria entered. Some search fields, for example Company Registration Number and D-U-N-S® Number will return an exact match.

From the list of cases returned, the closest match will always be at the top. It is worth remembering that D&B supply information at headquarters level, providing a macro view of the entity with all the information and insight "rolled up" to this level. Therefore, if you are trading with a business at branch level, DBAI will provide the business information report for the headquarters business.

When you have selected the case, the next screen will be the ordering screen:

This screen will provide information on the business, to allow you to verify it is the correct case. It will also list the available report types for example the D&B Compact; D&B and D&B Comprehensive Reports. Further solutions available on this page include Country Risk Reports, Compliance reports or the option to place the case on Monitoring which will deliver updates as they occur, to assist you in keeping an ongoing check of your important customers and suppliers. Finally, if you cannot find the organisation you are searching for, there is the option of placing it on investigation and the D&B team will investigate and provide you with the best available information.

Customer Help

For assistance when using DBAi, the contact details for the D&B Customer Service Centre are: **Customer Service - Telephone Number: 0870-2432344 or customerhelp@dnb.com**

Alternatively the ***"Help"*** icon within DBAi will take you through to a frequently asked questions database, where you will be able to source answers to those important questions.

To understand the full range of features available to you in DBAi, such as how to monitor, gain a portfolio view or track your usage, please see the full DBAi User Guide.